# EV CLINIC – Tesla Model 3/Y HV Battery Repair: Terms, Warranty & Limitations

## Full Remanufacturing Policy

EV CLINIC applies a strict **"NO-MATTER-WHAT"** policy for all Model 3 and Model Y battery repairs. This means we do not address only the immediate fault, but instead perform a comprehensive restoration of the entire battery system, including components showing signs of degradation due to age, moisture exposure, or internal imbalance. Past experience has shown that partial repairs are not sustainable, as vehicles often return with new faults shortly after limited interventions. Therefore, every repair is treated as a full remanufacturing process, typically requiring five working days, involving two technicians and between 50 to 80 labour hours. This approach increases the reliability of the vehicle and reduces the risk of recurrence.

**Price for FULL REMANUFACTURING: €5,000 + tax**

## Cell-Level Repairs and Module Replacement

Cell-level repairs are performed only when technically feasible. If a limited number of cells (typically up to ten) within a module are faulty, EV CLINIC may proceed with individual cell replacement. However, if the damage exceeds this threshold, the entire module must be replaced. The Model 3/Y battery pack consists of four modules, and replacement modules must match the original configuration. Repairs are only attempted if the battery is within a recoverable stage of its lifecycle. If the battery is at or near end-of-life (EOL), repairs are not advised and complete replacement may be required.

LG Chem battery packs generally exhibit higher internal resistance and are more prone to aging, while Panasonic packs tend to offer better long-term stability and are more repairable. The repairability assessment is performed at intake and communicated to the customer before work begins.

## Limited Scope Repairs

In cases where the customer explicitly requests or consents to a **limited scope repair** (e.g. single module replacement, cell replacement, or other partial intervention), EV CLINIC will perform only the agreed work.

The customer acknowledges and accepts that a limited scope repair addresses only the specific fault described in the repair order. Pre-existing conditions of the battery — including cell degradation, capacity loss, module imbalance, or internal resistance — that are present at the time of intake but are outside the repair scope are not corrected and are not covered by warranty. Battery diagnostic data (voltage, capacity, SOH, balance) recorded at intake is retained by EV CLINIC and constitutes the documented baseline condition of the battery at the time of repair. EV CLINIC explicitly recommends Full Remanufacturing for all vehicles with water ingress history, high mileage, or pre-existing degradation indicators. If the customer declines this recommendation, they accept full responsibility for subsequent battery faults unrelated to the specific repair performed.

## Complex Repair Procedures and Road Test Requirement

Some battery repairs on this platform involve advanced or custom procedures where the final outcome cannot be confirmed until the vehicle completes an extended road test of at least **1,000 kilometres**. In some cases, repeated repairs may be necessary even after initial delivery, depending on the vehicle's usage history, environmental exposure, and pack condition. EV CLINIC remains fully transparent in all such cases and supports the customer in identifying the most appropriate long-term solution. The customer accepts that complex cases may require follow-up intervention, which will be handled in accordance with the applicable warranty terms.

## Scope Exclusions

The remanufacturing process does not include the repair or replacement of other components located in the battery housing or penthouse, such as the On-Board Charger (OBC), Battery Management System (BMS), or the High-Voltage Power Unit. These systems require separate diagnostics and may involve independent repair paths outside the scope of this battery intervention.

## Warranty

EV CLINIC provides a **2-year / 80,000 km warranty (whichever comes first) on the repair work performed**, as documented in the repair order. The warranty covers the labour and technical intervention executed by EV CLINIC, and does not constitute a warranty on the battery as a component, its cells, modules, or long-term capacity.

If a covered fault recurs within the warranty period and a further repair attempt is technically feasible and sustainable, EV CLINIC will perform the repair at no additional charge.

If a covered fault recurs and a further repair is no longer technically feasible — meaning the battery condition has deteriorated beyond the point where repair can restore reliable function — EV CLINIC will refund the cost of the repair intervention that failed to achieve a durable result. **The following are separately performed services rendered in full regardless of repair outcome and are non-refundable: battery diagnostics, disassembly and reassembly (€800 + tax), and resealing procedure where applicable (€1,000 + tax).** EV CLINIC is not obligated to supply, source, or fund a replacement battery under any circumstance.

The warranty excludes pre-existing battery conditions documented at intake (cell degradation, capacity loss, imbalance, elevated internal resistance), faults arising from battery components outside the repair scope (OBC, BMS, High-Voltage Power Unit, vehicle powertrain), towing and transport expenses, and damage resulting from continued use after a new fault has been identified.

### Post-Repair Delay Defect (Water Ingress)

In cases of significant water intrusion, cell damage may manifest or progress even months after a successful repair — a known phenomenon referred to as a **"post-repair delay defect."** This is caused by electrochemical degradation of cells that were exposed to moisture prior to or during repair, which is unpredictable in its timeline. Where this occurs within the warranty period, EV CLINIC will cover the subsequent repair under warranty. Predicting future cell failure due to previous water ingress is technically impossible at the time of repair and does not constitute a defect in the repair work performed.

### Trial Repairs

In certain repair situations, outcomes can be uncertain. For example, in cases where a battery has been overheated due to a faulty cooling system, or where pack condition is at the boundary of recoverability, reliability may remain unpredictable, and we classify the repair as a **"trial."** If such a repair attempt fails, the cost of the repair intervention itself will be refunded. Battery diagnostics, disassembly and reassembly (€800 + tax), and resealing where applicable (€1,000 + tax) are independently rendered services and are non-refundable in all cases, as they constitute completed work regardless of the final repair outcome. A full battery replacement may then be recommended as the only remaining option.

In the event that the battery fails again within the warranty period and becomes irreparable for any reason, EV CLINIC reserves the right not to make additional repair attempts. The repair process will be considered completed and void, the repair cost returned as described above. We do not cover the cost of a replacement battery.

### Towing and Transport

EV CLINIC does not cover towing costs, roadside assistance, or secondary failures unless a repeat failure is confirmed to be directly caused by a defect in our work. In all other cases, the owner is responsible for transport arrangements and associated costs. The vehicle owner is expected to maintain valid external assistance coverage during the repair and testing period.

### Customer Acknowledgement

By signing the repair order, the customer confirms that they have read and understood these terms, that they have been informed of the battery's condition at intake including any pre-existing degradation, that they understand the distinction between a limited scope repair and Full Remanufacturing and have made their choice accordingly, that they accept the warranty covers repair work only and does not extend to battery replacement or systems outside the repair scope, that they understand the final repair outcome on this platform requires a minimum 1,000 km road test to confirm, and that diagnostics, disassembly/reassembly, and resealing are non-refundable services rendered independently of repair outcome.

*EV CLINIC Franchise locations operate as independent legal entities under licence. EV CLINIC brand (EVC R&D d.o.o.) does not assume liability for repair outcomes, pricing, or warranty claims at individual franchise locations, which are solely the responsibility of*

*the licensed operator.*

Customer signature: _____ Date: _____